

System Interlibrary Reference Program Objectives
System Program Annual Report – FY 1999/2000
(California Administrative Code Section 20157)

- A. Answers shall be provided for 90% of all questions referred from member libraries.
B. 70% of answers shall be returned to the originating member library within 10 working days of the question having been transmitted by that library into the system's reference referral structure.

System	# of Reference Questions	A - % Answered	B - % Answered Within 10 days	A - # of Questions Answered	B - # of Answers Returned Within 10 Working Days
BALIS	551	99%	83.7%	545	456
BLACK GOLD	599	99.8%	91%	598	544
49-99	531	100%	79%	531	419
INLAND	1,476	97.6%	83.6%	1,441	1,205
MCLS	3,226	98%	99.8%	3,161	3,155
MOBAC	58	100%	86%	58	50
MVLS	409	92%	79%	376	297
NORTH BAY	1,015	100%	92.1%	1,015	935
NORTH STATE	714	100%	95.2%	714	680
PENINSULA	369	97%	84%	358	301
SJVLS	1,245	98%	83%	1,220	1,013
SANTIAGO	397	98%	96.5%	389	375
SERRA	1,248	99%	83%	1,236	1,026
SILICON VALLEY	235	99%	89%	233	207
SOUTH STATE	143	100%	98%	143	140
TOTALS	12,216	98% average (a)	88% average (b)	12,018	10,803

- (a) All systems were able to provide answers for 90% or more of all questions referred from member libraries. The average percentage of answers provided 98% or 12,018 questions answered in total.
(b) All systems were able to achieve 70% of the answers returned to the originating member library within 10 working days. The average percentage was 88% or 10,803 questions returned to the originating member library within 10 working days.